

# Consumer Sentinel Complaint Statistics and Trends for Michigan

January 1 - December 31, 2001

Total Number of Fraud and Identity Theft Complaints from Michigan Consumers = **5428**



**Fraud Complaints from Michigan Consumers = 2839**

## Top Fraud Complaint Categories for Michigan Consumers

Rank	Top Categories	Complaints	Percentage*
1	Internet Auctions	526	19%
2	Internet Services and Computer Complaints	345	12%
3	Shop-at-Home/Catalog Sales	335	12%
4	Advance-Fee Loans and Credit Protection/Repair	272	10%
5	Business Opps and Work-at-Home Plans	188	7%

## Top Fraud Complaint Categories Against Michigan Companies

Rank	Top Categories	Complaints	Percentage*
1	Internet Auctions	395	38%
2	Shop-at-Home/Catalog Sales	159	15%
3	Advance-Fee Loans and Credit Protection/Repair	83	8%
4	Internet Services and Computer Complaints	68	7%
5	Business Opps and Work-at-Home Plans	48	5%

## Amount Paid Reported by Michigan Consumers

Total No. of Complaints	Total Amount Paid Reported	Total Complaints Reporting Amt Pd	Percentage of Complaints Reporting Amount Paid	Average Amount Paid Reported**
2839	\$2,677,768	2126	75%	\$1,260

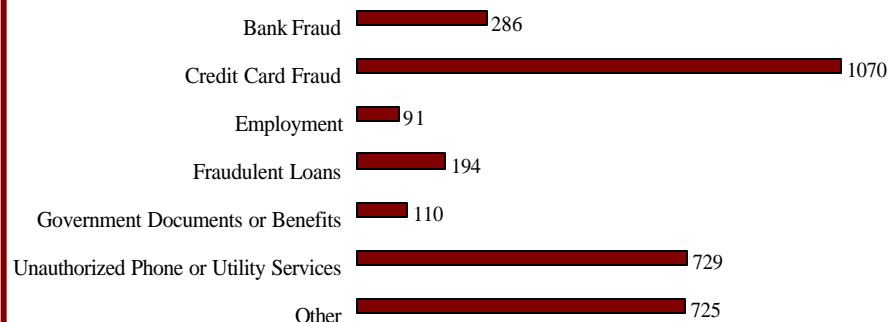
\*Percentage is based upon the total number of fraud complaints from Michigan consumers and the total number of fraud complaints against Michigan companies, respectively.

\*\*Average amount paid is based upon the total number of fraud complaints where amount paid was reported by Michigan consumers.



**Identity Theft Victims in Michigan = 2589**

## Complaints by Identity Theft Type<sup>1</sup>



<sup>1</sup> Note: Many identity theft victims experience more than one type of identity theft. These figures represent the number of identity theft complaints by type, NOT the number of identity theft victims.

## Top Identity Theft Victim Locations

Victim City	No. of Complaints
Detroit	397
Grand Rapids	74
Flint	56
Warren	49
Southfield	47